



**Strong Families - South Dakota's Foundation and Our Future**

**DEPARTMENT OF SOCIAL SERVICES**

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December 2, 2013

To: All Interested Vendors

Re: Request for Information Timestudy Systems Replacement

The State of South Dakota, Department of Social Services (DSS) is requesting information regarding a Random Moment Sampling (RMS) Windows-based or web based timestudy system. DSS also has 2 additional time study methods, the first sampling one month of each quarter and the second sampling 17 random days each quarter. We are also interested in information of the possibility to combine the 3 timekeeping systems could be into one system.

The State of South Dakota invites all interested parties to submit a written response to this Request for Information (RFI).

This RFI is being sought strictly for the purpose of gaining knowledge of services and supplies available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. The information gathered through this process may be used in the development of future documents. However, DSS does not guarantee that this will occur. No contract will result from any direct response to this RFI.

Please prepare responses simply and economically, providing straightforward and concise descriptions. Responses should follow the general format provided in Part 4.0 of this RFI.

Vendors submitting responses should be aware that the results of this RFI may be public information and that no claims of confidentiality will be honored. DSS is not requesting, and does not require, confidential proprietary information or other competitively sensitive information to be included as part of the RFI Submission.

The State of South Dakota will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI questions or responses must be received prior to 8:00 am, December 30, 2013 at the following address:

Department of Social Services  
Division of Finance and Management  
Attention: Bill Regynski  
700 Governors Drive  
Pierre, SD 57501

Email responses may be sent to Bill Regynski at [Bill.regynski@state.sd.us](mailto:Bill.regynski@state.sd.us) with the subject line "RFI" or faxed to (605) 773-2255.

Procedural, administrative, technical, requirement, or contractual questions and answers may be directed to the Point of Contact listed above.

We appreciate your response to this request.

## 1.0 **BACKGROUND**

1.1 The Department of Social Services complies with federal regulations in the allocation of direct and indirect costs. For purposes of claiming federal financial participation for the Department's indirect and direct allocated cost programs, the Department proposes that funds be claimed utilizing actual expenditures occurring within indirect cost programs and actual usage and expenditures within direct allocated cost programs on a year-to-date basis

1.2 Allocating expenses, including salaries, wages and fringe benefits, is the most important element in determining the cost of providing services. This allocation must be done appropriately and consistently to capture the real costs that occur in each cost center identified by the agency. The allocation of staff and other expenditures may be done in a variety of ways as long as the methodology accurately represents expenditures in each cost center.

1.3 Within the Department of Social Services various time study systems have been established to determine the accurate amount of costs to allocate to each cost center. The following methodologies of time study are used in the department.

- ✓ Cost Allocation Time Study (CATS)
- ✓ Time Keeping System Time Study (TKS)
- ✓ Random Moment Sample Time Study (RMS)

1.4 The units that complete the CATS time study system for cost allocation purposes are: Recoveries & Investigations, Child Protection Services Administration, Provider Reimbursement and Auditing, Administrative Hearings, Auxiliary Placement Support Staff, Quality Control, Economic Assistance Administration, Electronic Benefits Transfer, Adult Services and Aging Administration, Victims Services Administration, and Tribal Social Workers under contract for Child Protection Services. All units completing the CATS time study complete a time study for one month out of a quarter. For these staff to complete times studies that are statistically valid, would impose an undue reporting burden on them. As an alternative, The Division of Cost Allocation (HHS) proposed that these units will complete time study forms for an entire month out of each quarter. The second month out of each quarter is designated as the time study month for all units participating in the time study.

1.5 DSS requires administrative staff employees for Division of Community Behavioral Health Services to complete time studies for 17 randomly selected days each quarter. Each employee is required to keep track of their time and enter the appropriate hours/minutes into the BOP TKS

Timeform / Timestudy system. The random 17 days selected each quarter has been determined to be a valid sample and statistically representative for each particular quarter's time.

- 1.6 Random Moment Sampling (RMS) is a statistical method for determining the percentage of time which workers expend on specific programs and activities in which they are engaged. It is a valid and cost effective alternative to other methods of measuring the application of time applied to specific activities, such as time sheets or activity logs. The employees included in this data base are all positions performing directly related program functions benefiting one or more program or service area including, Economic Assistance field offices, Adult Services and Aging field offices and Child Protection Services field offices with the exception of positions performing clerical support functions and direct services. Each sample period, this data base is updated so that the sample accurately reflects the activity of all employees in these programs.

## **2.0 PURPOSE**

- 2.1 The purpose of this RFI is to gather information for a Random Moment Timestudy Generation system. Information being sought includes production functions, technology platform(s), customization ability, costs and other specifics including ease of maintenance and enhancements.

The objective of this RFI is to determine the feasibility of whether a single document generation system could fit the needs of the Department of Social Services. In addition we are looking for the possibility of one system to replace the current Random Moment timekeeping system and could also be used to replace Department's other timestudy systems.

- The CATS timekeeping system sampling one month of each quarter.
- The TKS timekeeping system which sampling 17 random days each quarter.

## **3.0 PROJECT DESCRIPTION**

- 3.1 This project involves obtaining Random Moment Timestudy system that will replace multiple existing systems for the Department of Social Services.
- 3.2 The system sought should include the following capabilities:
- Ability to meet the federal and state certification requirements for the Department of Social Services.
  - Ability to create and print forms electronically.
  - Must easily store, retrieve and reprint documents within the system.

- Ability to pull required data from Mainframe, PC, or Web-based systems.
- Provide an electronic form designer that is flexible and can easily create, modify, and maintain forms by the user.
- Provide the ability to produce electronic reports in Excel, and/or PDF formats at a minimum.

3.3 The current timekeeping systems are used to document the activities by staff performing directly related program functions benefitting one or more Federal and/or State funded programs. The information collected will be used for distributing the cost of administrative activities among various programs and services. Program funding for each quarter will be based upon the data processed from the Timestudy results.

#### 3.4 RMS, CATS, AND TKS SAMPLE REPORTING QUARTER

The timestudies are completed on a quarterly basis as follows:

First Calendar Quarter = January, February, March

Second Calendar Quarter = April, May, June

Third Calendar Quarter = July, August, September

Fourth Calendar Quarter = October, November, December

#### 3.5 SAMPLE SIZE

The sample size for RMS the entire State is 4,600 observations (2 distinct 2,300 samples) per quarter for group from services workers sample population EA 217 employees, ASA 69 employees and CPS 209 employees.

The CATS timekeeping system sampling observations is based on minutes worked during one selected month of each quarter for 68 employees.

The TKS timekeeping system samples minutes worked during 17 random days each quarter for 20 employees.

#### 3.6 SAMPLE POPULATION

The positions to be included in the RMS are all positions performing directly related program functions benefitting one or more program or service area, Economic Assistance field offices, Adult Services and Aging field offices and Child Protection Services field offices with the exception of positions performing clerical support functions, or direct services.

CATS population captured is that of the administrative staff for Economic Assistance, Adult Services and Aging and Child Protection Services.

The TKS population is the community behavior health staff.

### 3.7 CORE WORK HOURS

The sample is selected during the agency core work hours of 8:00 am to 5:00 pm Central time and Mountain Time. The actual agency hours are used regardless of the agency's flexible work hours. For offices using flex time, the core work hours in which the majority of staff is scheduled to work are used. The timestudy will need to account for multiple time zones.

### 3.8 SAMPLE SELECTION

The quarterly sample must be random and cannot be changed until the next sample is selected.

## **4.0 RFI RESPONSE INSTRUCTIONS**

### 4.1 The State is asking all interested parties to submit a response containing the following information:

- ✓ Complete description of vendor's proposed solution to meet the described criteria.
- ✓ Brief description of past experience providing similar services/supplies.
- ✓ From your past experience, has the State identified all the major components necessary to complete this project? If not, please provide information on other necessary components.
- ✓ Please provide a list of potential problems/risks that the State may encounter during this project. Please provide any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
- ✓ Complete description of any specific hardware or software requirements necessary to implement vendor's proposed solution.
- ✓ Your best estimated price range to provide the services/supplies as stated herein, lowest estimate to highest estimate including initial one-time implementation costs as well as ongoing cost estimates.
- ✓ Your best estimated time frame for completing the project.